FAA AMCD SUPPORT SERVICES
SCOPE OF WORK

BACKGROUND: The Federal Aviation Administration (FAA) requires pilots to have a valid medical certificate as mandated by 14 Code of Federal Regulations Part 67 – Medical Standards and Certification. The medical certification program of the FAA Aerospace Medical Certification Division (AMCD) is to ensure the United States pilot population and the general public is safe from aircraft accidents that could be the result of pilot medical problems. AMCD is responsible for providing the following services:

- Establishing medical standards and certification procedures for pilots.
- Issuing pilot medical certificates.
- Reviewing pilot medical records.
- Issuing duplicate medical certificates.
- Verifying pilot medical certificates.

SCOPE OF WORK: AMCD requires support services to process source documents associated with medical certification. The Medical Certification program activities include Medical Case Review, Document Preparation, Scanning, and Aerospace Medical Certification Sub-system (AMCS) Telephone Support. AMCD utilizes the Document Imaging Workflow System (DIWS) to enter and track information on each applicant for medical certification. Each pilot's medical application must be scanned into DIWS. AMCD processes each case within the DIWS and generates correspondence. The anticipated labor is considered to be of a clerical nature with limited support specifically designated as technical and managerial. The contract support services will be responsible for mailroom operations, performing document scanning, coordinating medical correspondence, file maintenance and operating the telephone call center to support AMCD in the processing of source documents. Performance will be conducted at the Mike Monroney Aeronautical Center, Civil Aerospace Medical Institute Facility. Supervision of personnel and internal Quality Assurance/Quality Control is required for successful performance. All office administrative services must meet or exceed the following AMCD FAA Flight Plan and AMCD AVS Quality Management System metrics:

1. Airmen Medical Certification Division (AMCD) will sustain an average processing time of 30 days or less for all priority examinations.

2. Must maintain or reduce level of Production Backlog

3. Must maintain or reduce level of Clerical Error Rate

Task orders will be issued for the services as required. The FAA anticipates labor and type/skills for the following:

PROJECT MANAGEMENT/SUPERVISION

Task Supervisor	

Serves as supervisor for contract employees.

MEDICAL CASE REVIEW

Medical Case Review support services of approximately 2,000 cases/year.

Paralegal Assistant II	

Provides analysis of physical examination reports to determine Aerospace Medical Examiner (AME) compliance with accepted medical standards prescribed in FAR, Part 67. Analyze medical reports, certificates, waivers, and supporting documents for AME conformance with established policies and procedures

PHONE CENTER SUPPORT SERVICES

Call Center support services: approximately 135,000 calls/year.

PC Support Technician	
General Clerk III	
General Clerk II	

Assist callers including AMEs and their staff, FAA regional medical staff, AMCD personnel, and other Office of Aviation Medicine staff with medical certification calls and AMCS problem calls.

DOCUMENT PREPARATION, SCANNING, QA/QC, DOCUMENT PROCESSING SERVICES (FILE AND CORRESPONDENCE PROCESSING)

Document processing services and case file maintenance support services: approximately 4.3 million documents/year.

General Clerk III	
General Clerk II	
General Clerk	

MAIL ROOM SUPPORT SERVICES

Mail Room support services: approximately 530,000 pieces/year.

General Clerk	